

## Board Actions List (to be reported to the meeting on 18 October 2023)

## Actions from the meeting held on 25 July 2023

Minute No.	Item/Description	Action By	Target Date	Status/Note
50/07/23 (1)	<p><b>Commissioner's Report: Safety Management System</b> Members asked that the Safety, Sustainability and Human Resources (SSHR) Panel undertake a review of the safety mechanisms, practices and systems in place that ensured the highest possible safety standards for TfL and its contractors, suppliers and partners. A paper would be submitted to a meeting of the Panel showing TfL's safety management system, how and where responsibilities sat with contractors and concessionaires, the level of oversight where TfL was not directly responsible and the further work to be taken forward in this area.</p>	Lilli Matson	TBC	On the SSHR Panel forward plan.
50/07/23 (2)	<p><b>Commissioner's Report: Sandilands Update</b> A further briefing would be provided to Board Members once the Sandilands sentencing hearing had concluded. The SSHR Panel would follow-up on the outcomes of the decision.</p>	Andrea Clarke / Lilli Matson	October/November 2023	A short verbal update was provided to the SSHR Panel meeting on 13 September 2023. A briefing will be provided to Board Members after this meeting. A lessons learnt paper will be brought to the SSHR Panel meeting on 15 November 2023.

Minute No.	Item/Description	Action By	Target Date	Status/Note
50/07/23 (3)	<p><b>Commissioner's Report: Trauma Support for Staff</b> Lilli Matson confirmed that TfL's Employee Support Programme provided direct and ongoing support and access to counsellors trained in dealing with trauma for staff who experienced traumatic events on the network. TfL also had a network of staff who offered support to colleagues. TfL was looking at how it could enhance this and bring in external advice to provide further support, which would be submitted to a future meeting of the SSHR Panel for consideration.</p>	Lilli Matson	February 2024	An update will be provided early in 2024, once the trauma pathway is fully established.
50/07/23 (4)	<p><b>Commissioner's Report: Busyness Indicator Expansion</b> Members noted the usefulness of the busyness indicator, available on London Overground trains, for accessibility and people who were uncomfortable or could not use a busy carriage. It was a common feature on many modern trains with the latest technology but would be a challenge to retrofit to the London Underground. Stuart Harvey confirmed that it was not featured on the new Piccadilly line trains, but he would discuss with Siemens if it was technically feasible to trial it, and use on the Elizabeth line trains, and would report back to the Board.</p>	Stuart Harvey	December 2023	Piccadilly line trains have capability to measure weight (loading) on each bogie, however because each car does not have the same number of bogies, it's a complex issue. Stuart Harvey is working with Siemens to ascertain further information (technical) on this subject matter.
50/07/23 (5)	<p><b>Commissioner's Report: Artificial Intelligence</b> A future paper on TfL's approach to utilising artificial intelligence for service delivery was scheduled for the Customer Service and Operational Performance (CSOP) Panel meeting in December 2023, which all Board Members would be invited to attend.</p>	Alex Williams / Shashi Verma	December 2023	On the CSOP Panel forward plan. See action 36/06/23 (4) below.

Minute No.	Item/Description	Action By	Target Date	Status/Note
52/07/23 (1)	<p><b>Safety, Health and Environment Annual Report 2022/23: Road User Safety</b></p> <p>Work was underway, including engagement with the Government and other stakeholders, to address road-culture issues so that all road users were aware of their own responsibilities and considered the safety of all other users. In June 2023, London Councils had agreed to take on a coordination role to ensure consistency across London on supporting micro-mobility, while ensuring hire bikes and scooters did not cause obstructions to pedestrians, and an update would be provided to the SSHR Panel.</p>	Alex Williams	February 2024	Update to be included as part of the quarterly Safety, Health and Environment Report to the SSHR Panel.
52/07/23 (2)	<p><b>Safety, Health and Environment Annual Report 2022/23: Women and Cycling Safety Research</b></p> <p>The Safety, Health and Environment Quarterly Report to the SSHR Panel would update Members on the timescales for concluding research into how safe women felt and their experiences of harassment when cycling.</p>	Lilli Matson / Siwan Hayward	October 2023	<b>Completed:</b> An update was provided to Members.
52/07/23 (3)	<p><b>Safety, Health and Environment Annual Report 2022/23: Capturing Waste Heat</b></p> <p>Members discussed the complicated work on capturing waste heat from TfL's services, including London Underground ventilation shafts, to provide a constant and reliable source of energy that could be used for nearby buildings. Market and stakeholder engagement were planned, with a proposition to be launched to the market later in the year. TfL would also have further discussions with the Government on how this work could be scaled up. A paper would be submitted to a future meeting of the Finance Committee.</p>	Lilli Matson	TBC	On the Finance Committee forward plan.
52/07/23 (4)	<p><b>Safety, Health and Environment Annual Report 2022/23: Benchmarking Environmental Targets</b></p> <p>It was recommended that TfL benchmark its environmental targets for construction and engineering decarbonisation, biodiversity and recycling against the wider industry and consider how it could narrow or close that gap.</p>	Lilli Matson	TBC	On the SSHR Panel forward plan.

Minute No.	Item/Description	Action By	Target Date	Status/Note
53/07/23	<b>Finance Report, Quarter 1, 2023/24: Superloop Monitoring</b> The Superloop investment would increase connectivity for outer London and had a monitoring framework that would enable the service to be developed and refined. The CSOP Panel would look at this in more detail.	Alex Williams / Glynn Barton	March 2024	On the CSOP Panel forward plan.

### Actions arising from previous meetings

Minute No.	Item/Description	Action By	Target Date	Status/Note
36/06/23 (1)	<b>Commissioner's Report: Road Safety</b> Further opportunities for closer and more coordinated work with London Councils and boroughs would be explored to make better use of available road maintenance funds. Actions to address road safety with all partners was also being informed by the Road Danger Inequalities report. An annual update on road safety was provided to the SSHR Panel.	Alex Williams / Lilli Matson	November 2023	On the SSHR Panel forward plan.
36/06/23 (2)	<b>Commissioner's Report: Workplace Violence and Aggression</b> Members requested that the SSHR Panel receive a deep dive paper on workplace violence and aggression.	Lilli Matson / Glynn Barton	November 2023	On the SSHR Panel forward plan.
36/06/23 (4)	<b>Commissioner's Report: Artificial Intelligence</b> Members requested a future paper on TfL's approach to utilising artificial intelligence for service delivery.	Alex Williams / Shashi Verma	December 2023	On the CSOP Panel forward plan.
36/06/23 (5)	<b>Commissioner's Report: Public Transport Credits Scheme</b> Evidence from the earlier scrappage schemes showed that around one-third of recipients did not purchase a new vehicle. Members would be updated on the uptake of the improved public transport credits scheme in due course.	Alex Williams	December 2023	An update will be provided to Members when available.

Minute No.	Item/Description	Action By	Target Date	Status/Note
36/06/23 (6)	<p><b>Commissioner's Report: Bus Safety Standards</b></p> <p>The percentage breakdown of how many buses met the 2019 and the 2021 standards would be provided to Board Members.</p>	Lilli Matson	August 2023	<b>Completed:</b> An update was provided to Members on 4 August 2023. As at the end of June 2023, 526 buses met the 2019 standards and 539 buses met the 2021 standards.
36/06/23 (8)	<p><b>Commissioner's Report: Future E-bikes Contracting</b></p> <p>TfL was meeting with London Councils to discuss the future contracting of e-bikes and consistent ways of managing the service across the city, which would be reported back to the CSOP Panel in due course.</p>	Alex Williams	December 2023	On the CSOP Panel forward plan. An update will be provided to the Panel when there is further clarity around ongoing discussions with stakeholders.
37/06/23 (1)	<p><b>Elizabeth Line Operations and Crossrail Project Close Out: Network Rail Control Period Funding Settlement</b></p> <p>Given the impact of national rail infrastructure failures, Members would be updated on the outcome of Network Rail's Control Period funding settlement, which sought to ensure it had sufficient funds to operate and maintain assets that supported the Elizabeth line's high frequency services.</p>	Glynn Barton	September 2023	<b>Completed:</b> An update was provided to Members on 25 September 2023.
37/06/23 (2)	<p><b>Elizabeth Line Operations and Crossrail Project Close Out: Performance Deep Dives</b></p> <p>Members asked that the CSOP Panel also maintain a laser like focus on performance, while things settled down, including some deep dives, to which a Network Rail representative would also be invited to attend.</p>	Glynn Barton	October 2023	<b>Completed:</b> A deep dive paper was provided to the CSOP Panel meeting on 4 October 2023.

Minute No.	Item/Description	Action By	Target Date	Status/Note
39/06/23 (1)	<p><b>Annual Update on 2022/23 Delivery of the Mayor's Transport Strategy: 20mph Zones</b></p> <p>Members welcomed the progress made in delivering key safety measures, including the roll out of 20mph speed limits but noted the map showing three London boroughs where their use was particularly low. It was suggested that overlaying the 20mph speed limit map with one showing road traffic incidents might be persuasive in making the case for lower speeds.</p>	Lilli Matson / Alex Williams	September 2023	<b>Completed:</b> A paper was provided to the SSHR Panel meeting on 13 September 2023. See action 18/03/23 (2) below.
39/06/23 (2)	<p><b>Annual Update on 2022/23 Delivery of the Mayor's Transport Strategy: Sexual Harassment Campaign</b></p> <p>Feedback on the campaign would be provided to the CSOP Panel.</p>	Lilli Matson / Glynn Barton	December 2023	An update will be provided to the CSOP Panel in the Quarterly Customer Services and Operational Performance Report.
39/06/23 (4)	<p><b>Annual Update on 2022/23 Delivery of the Mayor's Transport Strategy: Targets Dashboard</b></p> <p>Members requested that future reports include a dashboard, to easily identify where targets were on the right trajectory and where more work or different interventions were required.</p>	Alex Williams	June 2024	This will be addressed in the 2023/24 annual update.
39/06/23 (5)	<p><b>Annual Update on 2022/23 Delivery of the Mayor's Transport Strategy: Borough Delivery Reports</b></p> <p>The engagement and collaboration with London Councils and the individual London boroughs was discussed. TfL published a London borough data pack and produced borough delivery reports that encouraged learning from successful action and identified areas for improvement. The delivery reports would be circulated to Members when published.</p>	Alex Williams	December 2023	Previous 2019 borough delivery report circulated on 12 June 2023. Work is underway on the next report, which is due to be published by the end of the year.
18/03/23 (2)	<p><b>Commissioner's Report: 20mph Zones</b></p> <p>An update on 20mph zones would be shared with Members, which would include a map showing current and planned zones, details of the level of speeding convictions within current zones and the work done and planned to raise awareness to change driver behaviours in 20mph zones.</p>	Lilli Matson	September 2023	<b>Completed:</b> A paper was provided to the SSHR Panel meeting on 13 September 2023.

Minute No.	Item/Description	Action By	Target Date	Status/Note
18/03/23 (3)	<p><b>Commissioner's Report: Green Infrastructure and Biodiversity Plan</b></p> <p>TfL already had a nature capital account for the estate which delivered over £300m of value to London through its natural benefits every year. The plan for green infrastructure and biodiversity would come forward later in 2023/24 and would be shared with the Board.</p>	Lilli Matson	2023/24	The plan will be shared with the Board when available, currently expected towards the end of the 2023/24 financial year.
18/03/23 (4)	<p><b>Commissioner's Report: Climate Adaptation and Business Planning</b></p> <p>The Climate Adaptation Plan outlined the substantial challenges and risks faced and work such as increasing sustainable drainage was underway, which needed to be mainstreamed into projects where possible. The business planning process would include consideration of the expenditure required.</p>	Lilli Matson	2023/24	This is an ongoing effort to improve our qualification of scale of investment required and the extent that this would impact risks and opportunities. Adaptation is a key element for business planning and will be a specific overlay in the current long-term plan scenario work. Once this work is complete, and we understand the gap and how to address it, we will summarise this in a written update for Board.
18/03/23 (5)	<p><b>Commissioner's Report: Taxi and Private Hire Vehicle Standards Consultation</b></p> <p>The CSOP Panel would receive an update on the consultation launched on 27 February and closing on 12 May 2023 to improve taxi and private hire vehicle standards.</p>	Helen Chapman	October 2023	<b>Completed:</b> An update was provided to CSOP Panel Members on 25 September 2023.

Minute No.	Item/Description	Action By	Target Date	Status/Note
20/03/23 (2)	<p><b>TfL Budget 2023/24: Return on Investment</b></p> <p>TfL had forecast some increase in revenue in return on the Superloop £6m investment and was carrying out a lot of work on the bus network through the bus action plan, investment in bus lanes and building more kilometres into the service. Information on the return on investment in terms of what had proven to be the most effective in supporting customers and managing finances would be brought to future Board meetings once the data was available.</p>	Rachel McLean	October 2023	<b>Completed:</b> Information on investment returns was incorporated into the TfL Board briefing on 4 October 2023.
20/03/23 (5)	<p><b>TfL Budget 2023/24: TfL's Debt Capacity</b></p> <p>More detailed analysis of TfL's true debt capacity at different rating levels, what that meant for carrying costs going forward and how to balance capacity, rating and cost would be brought to a future meeting of the Finance Committee.</p>	Rachel McLean	October 2023	<b>Completed:</b> Information was incorporated into the Treasury Activities paper being brought to the Finance Committee on 11 October 2023.
22/03/23 (1)	<p><b>TfL Prudential Indicators 2023/24 to 2025/26: Debt Service Recovery and Interest Coverage Ratios</b></p> <p>Members asked if future papers could include an indication of what the debt service recovery issue was at the authorised limit and the Interest Coverage Ratio limits, to provide a better view of whether the limits were prudent. Only the statutory ratios were included but various other ratios were calculated as part of the paper and would be incorporated going forward, including in the Finance Committee papers.</p>	Patrick Doig	March 2024	Information will be incorporated into the next cycle of setting Prudential Indicators.
05/02/23 (4)	<p><b>Commissioner's Report: Vision Zero Deep-Dive</b></p> <p>A deep dive discussion, including the broader system changes required to meet the Vision Zero targets, would take place at a future meeting of the SSHR Panel.</p>	Lilli Matson	November 2023	On the SSHR Panel forward plan.



Minute No.	Item/Description	Action By	Target Date	Status/Note
05/02/23 (8)	<p><b>Commissioner's Report: Cockfosters Station Housing Scheme</b></p> <p>TfL was waiting for a decision from the Secretary of State but it would be raised again with Tom Copley, Deputy Mayor for Housing at the Greater London Authority, to work to try to break the impasse. John Hall added that his understanding of the position was that the Government was waiting for another application from TfL.</p>	Alex Williams	Ongoing	<p>On 17 May 2023, the Secretary of State for the Department for Levelling Up, Housing and Communities decided not to call in the planning application for TfL's development by Cockfosters Tube station and is instead content with the decision made by the local planning authority to approve the scheme.</p> <p>TfL is now preparing to submit a new section 163 application to the Department for Transport which will need to be approved before construction can start.</p>
67/11/21 (3)	<p><b>Commissioner's Report: Safety for women and girls</b></p> <p>The impact of the comprehensive programme to improve safety for women and girls travelling on the network would be assessed and the outcomes would be considered at a future meeting of the SSHR Panel.</p>	Lilli Matson / Matt Brown	December 2023	An update will be provided at the next meeting of the CSOP Panel.

Minute No.	Item/Description	Action By	Target Date	Status/Note
74/10/21	<p><b>Report of the Customer Service and Operational Performance Panel: Briefing on Action on Inclusion programme.</b></p> <p>The Director of Diversity &amp; Inclusion would develop a comprehensive inclusion programme and the Board would receive a briefing when the work was completed.</p>	Fiona Brunskill/ Alex Williams	December 2023	<p>The Board discussed Action on Inclusion following its meeting on 29 March 2023, which covered two areas: 'Customer' and 'Colleague'.</p> <p>A further update was provided to the SSHR Panel on 24 May 2023 in relation to the Colleague aspect.</p> <p>Work remains ongoing around 'Customer' and a paper is on the CSOP Panel forward plan for December 2023.</p>